



## KanCare Ombudsman Quarterly Report

Robert G. Bethell Joint Committee on HCBS and KanCare Oversight

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3rd Quarter, 2015

### ***Accessibility***

The KanCare Ombudsman was available to members and potential members of KanCare (Medicaid) through the phone, email, letters and in person during the third quarter of 2015. There were 579 contacts through these various means, 187 of which were related to an MCO issue (32.3%). Third quarter had a small increase in contacts compared to the third quarter last year and a significant increase compared to second quarter.

<b>3<sup>rd</sup> Qtr. Contacts</b>		<b>MCO related</b>	
July	175	Amerigroup	63
August	199	Sunflower	72
September	205	United Health	52
<b>Total</b>	<b>579</b>	<b>Total</b>	<b>187</b>

<b>Contacts</b>	<b>Qtr. 1</b>	<b>Qtr. 2</b>	<b>Qtr. 3</b>	<b>Qtr. 4</b>	<b>Comments</b>
2013	615	456	436	341	this year does not include emails
2014	545	474	526	547	
2015	510	462	579		

The KanCare Ombudsman webpage on the KanCare website ([www.kancare.ks.gov/ombudsman.htm](http://www.kancare.ks.gov/ombudsman.htm)) has information regarding the Ombudsman contact information, resources for and information about applying for KanCare, contact information for the three Managed Care Organizations, the grievance process, the appeal process and state fair hearing process, the three managed care organization (MCO) handbook links, quarterly and annual reports by the Ombudsman and a resource providing a four-page document with medical, prescription, vision and dental assistance for those without insurance or with high spend downs ([www.kancare.ks.gov/download/Medical\\_Assistance.pdf](http://www.kancare.ks.gov/download/Medical_Assistance.pdf)).



## **Outreach**

- Attended the National Council on Disability Forum – July 7, 2015
- Attended the Conference on Poverty and provided information to consumers and vendors regarding the KanCare Ombudsman – July 15-17, 2015
- Provided outreach to the Kansas Statewide Homeless Coalition at their August 5, 2015 meeting.
- Attended the Disability Caucus and provided information to consumers and vendors regarding the KanCare Ombudsman – August 13-14, 2015
- Provided information and outreach to the Robert G. Bethell Joint Committee on HCBS and KanCare Oversight Committee – August 21, 2015
- Provided outreach to public through attendance at two listening sessions on the changes to the HCBS waiver (Universal waiver) – Wichita and Garden City – August 26-27, 2015
- Provided outreach to public through attendance at the Kansas Rehabilitation public listening session – September 28, 2015
- The Ombudsman's office sponsors the KanCare (I/DD) Friends and Family Advisory Council which met two times during third quarter.
- Hosted the KanCare Member Lunch-and-Learn bi-weekly conference calls for all KanCare members, parents, guardians and other consumers. Calls address topics of interest, resources in the community, emerging issues and includes a question and answer time. Managed care organizations continue to participate on the calls and answer questions as needed.

## **KanCare Ombudsman Volunteer Program Update**

- Wichita volunteer training in progress. The training included 3 days of on-line training with pre and post testing, 2 days of in person training that included case studies and practice. Once the program begins, there will be three weeks of in-person mentoring by the Ombudsman and the Program Coordinator to ensure all volunteers are comfortable, prepared and ready to receive and answer calls from the public.
- “Go live” in Wichita – November 11th
- Kansas City and Johnson County locations confirmed and continuing to recruiting volunteers
  - Will begin training after the holidays

Volunteer Applications available on the KanCare Ombudsman webpage.

[www.KanCare.ks.gov/ombudsman.htm](http://www.KanCare.ks.gov/ombudsman.htm)



### Data

Contact Method	
phone	462
email	112
letter	0
in person	5
online	0
<b>Total</b>	<b>579</b>

Caller Type	
Provider	102
Consumer	426
MCO employee	5
Other	46
<b>Total</b>	<b>579</b>

Consumer Sub-Caller Type	
HCBS Related	74
Long Term Care	29
Other	476
<b>Total</b>	<b>579</b>

**Contact Information for 3rd Qtr.** The average number of days to resolve an issue was 11 days.

	Qtr. 3 2014	Qtr. 4 2014	Qtr. 1 2015	Qtr. 2 2015	Qtr. 3 2015
<b>Avg Days to Resolve Issue</b>	9	7	6	7	11
<b>% files resolved in one day or less</b>	47%	56%	54%	38%	36%
<b>% files closed</b>	86%	82%	85%	88%	92.6%



There are 20 issue categories. The top five concerns for 3rd quarter are Medicaid Eligibility, Other, HCBS General Issues, Appeals/Grievances and Billing.

<b>Issue Category</b>	<b>total</b>
Medicaid Eligibility Issues	206
Other	141
HCBS General Issues	54
Appeals / Grievances	47
Billing	41
Nursing Facility Issues	34
Medical Services	27
HCBS Eligibility issues	24
Unspecified	24
Pharmacy	14
HCBS Reduction in hours of service	13
(not identified)	12
Thank you.	11
Change MCO	10
Care Coordinator Issues	9
HCBS Waiting List	9
Transportation	8
Durable Medical Equipment	7
Housing Issues	4
Guardianship	2
Access to Providers (usually Medical)	1
Dental	1
Questions for Conference Calls/Sessions	0
<b>Total</b>	<b>699</b>



The Issue Categories below are listed for the last seven quarters in alphabetical order. The only numbers of note are the medicaid eligibility number jumped significantly in third quarter and the total number of issues also increased significantly. During third quarter the Medicaid eligibility information system (KEES) was implemented and caused an increase in phone calls. The more serious issues were forwarded to the Clearinghouse Manager and provided medical assistance resources for people while they were waiting for results/answers on medicaid applications. Extra calls also came from Department of Children and Families (DCF). During this time the Ombudsman's office worked closely with both DCF Supervisors and the Clearinghouse Eligibility Manager to review prioritized cases.

Issues	Q1/14	Q2/14	Q3/14	Q4/14	Q1/15	Q2/15	Q3/15
Access to Providers	16	16	6	15	3	11	1
Appeals, Grievances	22	22	46	46	42	33	47
Billing	51	33	40	42	36	40	41
Care Coordinators	10	9	18	14	10	8	9
Change MCO	6	11	10	9	8	4	10
Dental	16	15	8	9	7	5	1
Durable Medical Equipment	25	35	25	8	25	12	7
Guardianship Issues	16	3	1	2	5	1	2
HCBS Eligibility issues	55	14	10	11	11	15	24
HCBS General Issues	11	25	45	49	60	36	54
HCBS Reduction in hours of service	22	11	15	8	10	8	13
HCBS Waiting List issues	3	8	19	7	11	8	9
Housing issues	3	8	12	10	1	6	4
Medicaid Eligibility Issues	81	73	90	194	139	108	206
Medicaid Service Issues	14	31	41	70	20	24	27
Nursing Facility Issues	8	12	16	24	15	34	34
Pharmacy	38	15	20	19	25	33	14
Questions for Conf. Calls/sessions	13	5	15	2	5	2	0
Transportation	11	8	18	13	12	17	8
Other	49	75	103	112	130	150	141
Unspecified	73	44	33	27	31	12	36
Thank you	2	1	10	13	14	15	11
<b>Total</b>	<b>545</b>	<b>474</b>	<b>600</b>	<b>704</b>	<b>620</b>	<b>582</b>	<b>699</b>



Resource Category shows what resources were used in resolving an issue. If a Question/Issue is resolved, then it is answered without having to call, refer to another resource, or provide another resource for assistance. If an issue is resolved using a resource, then one of the other categories below is also usually noted to indicate which resource was called to find the help needed, or referred the member to, or possibly a document was provided. There are many times when multiple resources are provided to a member/contact.

Resource Category	Q3/14	Q4/14	Q1/15	Q2/15	Q3/15
QUESTION/ISSUE RESOLVED	118	81	84	61	65
USED RESOURCES/ISSUE RESOLVED	177	260	262	234	321
KDHE RESOURCES	107	87	95	77	124
DCF RESOURCES	22	15	20	13	25
MCO RESOURCES	98	55	79	73	48
HCBS TEAM	57	33	32	43	36
CSP MH TEAM	2	0	0	1	0
OTHER KDADS RESOURCES	38	17	31	31	38
PROVIDED RESOURCES TO MEMBER	23	20	85	108	177
REFERRED TO STATE/COMMUNITY AGENCY	20	18	22	54	75
REFERRED TO DRC AND/OR KLS	27	9	26	16	19
CLOSED	55	18	14	29	60
<b>Total</b>	<b>744</b>	<b>613</b>	<b>750</b>	<b>740</b>	<b>988</b>

Waiver	Q3/14	Q4/14	Q1/15	Q2/15	Q3/15
PD	43	29	57	48	33
I/DD	42	36	35	25	29
FE	16	11	15	12	16
AUTISM	4	1	4	3	4
SED	5	4	1	7	5
TBI	19	10	10	9	7
TA	8	15	11	13	11
MFP	6	4	2	2	3
PACE	0	1	0	0	1
MENTAL HEALTH	4	10	5	9	7
BEHAVIOR HEALTH	0	0	0	0	0
NURSING FACILITY	10	25	12	28	33
<b>Total</b>	<b>157</b>	<b>146</b>	<b>152</b>	<b>156</b>	<b>149</b>



### **Next Steps for Ombudsman's office**

The Ombudsman's office will be setting up the Kansas City and Johnson County volunteer program during 4<sup>th</sup> quarter. The locations are confirmed. Getting the number of volunteers needed for both sites is the next goal. We are currently marketing in several places to encourage potential volunteers to consider sharing their time with this exciting venture.

The KanCare Ombudsman Volunteer Program is designed to help serve KanCare members in resolving problems regarding their services, coverage, access and rights. All volunteers are asked to complete an application, background check and interview. Accepted volunteers complete online and in-person training modules. They are tested before their training and after for their competency on the following subjects:

- Processes – applications, benefits, and claims
- Resources for beneficiaries
- Handling of calls and levels of inquiries
- Appeals, state fair hearings, and grievances
- Practice cases and case studies

For an application, go to [www.KanCare.ks.gov/ombudsman.htm](http://www.KanCare.ks.gov/ombudsman.htm)